

WEEK IN REVIEW

A publication of the City Manager's Office

Council Meeting

March 31 - [City Council Meeting Agendas](#)

Looking Ahead

Wednesday, April 1: 2021 Dog Tags now available; filing deadline for Real Estate Tax Relief

Thursday, April 2: Board of Architectural Review

Tuesday, April 7: Planning Commission work session

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- **WATCH!** [publiCITY](#) news show
- Season 3 premiere topic: Flood Awareness Week
- **LISTEN!** [Rouss Review](#) podcast
(next show: April 2)



On March 25, 2020, site work began at the old hospital site on Cork Street. The Conditional Use Permit was adopted by Council on March 26, 2019.

City Manager's Activities

City staff are working hard to continue offering services to our community during the COVID-19 pandemic.

Information about the pandemic and local and state services is being updated daily on the City's coronavirus web page: www.winchesterva.gov/coronavirus.

We continue to meet regularly with Valley Health and the Lord Fairfax Health District to monitor the outbreak in our area. We are also monitoring information from the state and federal governments and disseminating it in a variety of ways to staff, Council and the community. Please be safe and continue practicing social distancing and proper hygiene.

Public Safety

Winchester Police

- Participated in numerous meetings and conference calls focused on COVID-19.
- Taught Firearms at the basic academy. (Academy will be closed 4/9-5/9, planned mini-academy in its place.)
- Reviewed prerecorded audio for the upcoming episode of the DEFROST podcast. Released an episode 2 teaser and scheduled video bonus content.
- Continued posting to social media to advertise recruitment, solicit crime tips and identifications, and raise awareness of missing person.
- Filmed video for new Birthday Wishes program for kids 10 and under. [Watch Video](#)
- Crime stats:
 - Crimes against persons (felony) - 2
 - Crimes against persons (misdemeanor) - 3
 - Burglaries (residential and commercial) - 0
 - Property crimes - 16

Winchester Fire and Rescue

- Worked with Virginia Department of Fire Programs on upcoming recruit classes with regards to the COVID 19 guidelines.
- Suspected cases of COVID 19 contact are made from incident responses; worked with Health Department on follow-up.
- Collaborated with the business community and regional EMS Council for personal protective equipment procurement.
- Revised Continuity of Operations Plan.
- Completed N-95 fit testing with career and volunteer personnel.
- Investigated a residential structure fire that was determined to be accidental as a result of an overloaded power strip.
- Limited routine inspections based on type of occupancy and number of occupants at the facility. All inspections of adult and childcare facilities and assembly occupancies are temporarily suspended and will be rescheduled at a later date.

Police Activity	#
Calls for Service	561
Directed Patrols	30
Directed Patrols (OTW)	6
Extra Patrols	132
Extra Patrols (OTW)	3
Alarms/False Alarms	20/20
Crash Reports	6
Traffic Citations	17
Traffic Warnings	35
DUI/DWI	2
FOIAs Answered	3
Special Events Permits Received/ Approved	2/0 43 YTD

Fire Activity 3/12-3/25	#
Fire	6
Overpressure	0
EMS/Rescue	160
Hazardous Cond.	3
Service Call	11
Mutual Aid Given	10
Good Intent	3
False Alarms	9
Special Incident	0
Plan Review	3
Reinspections	3
Inspections	6

Emergency Management

- Conducted virtual management of the Emergency Operations Center, coordinating and providing direction to City departments and agencies in response to the COVID-19 pandemic. All Emergency Support Functions are active and addressing issues as they arise.
- Working with the Winchester Medical Center Emergency Management division to address community needs.
- Participated in daily/weekly briefings from various entities such as the Virginia Department of Emergency Management, Valley Health Systems, and the Virginia Department of Health.
- Collaborated with Frederick County Emergency Management in providing consistent plans of action community-wide.
- Distributed daily situation reports from departments regarding actions taken, health and welfare of the workforce, and requests for resources.

Development Services

Zoning and Inspections

- Completed (3/19-3/25):
 - 38 building permit inspections and issued 8 building permits (\$1,343,115 valuation)
 - 64 code enforcement inspections and initiated 20 new cases
 - 1 new business reviews (0 Zoning User Permits general business, 1 Zoning User Permits home business)
- Removed 24 signs from the public right-of-way (YTD=89)
- Significant projects this week:
 - 190 Campus Blvd Suite 310 (interior remodel) - \$100,000.00
 - 416 Battaile Dr. (re-roof) - \$312,599.00
 - 15 E. Piccadilly St. (6 new apartments) - \$900,000.00

Date	Address	Description	Value
03/19/2020	190 CAMPUS BLVD STE 310	INTERIOR REMODEL	\$100,000
03/19/2020	139 N CAMERON ST	ATM REPLACEMENT	\$5,000
03/19/2020	416 BATTLE DR	RE-ROOF	\$312,599
03/24/2020	1124 BERRYVILLE AVE	ALT TO SUPPRESSION SYSTEM	\$2,016
03/24/2020	2633 WINDWOOD DR	REPLACEMENT RANGE	\$1,500
03/24/2020	1850 APPLE BLOSSOM DR F-129	REPLACEMENT FIXTURES	\$22,000
03/24/2020	15 E PICCADILLY ST	B TO R-2 & 6 NEW APTS.	\$900,000
Totals			\$333,221

Economic and Workforce Development

- Held emergency meeting of the Economic Development Authority to create a Small Business Disaster Relief Loan program.
- Continued working with firm to complete the '18 and '19 EDA financial audits.
- Held calls or virtual meetings with representatives of multiple active development projects in the city to assess conditions and intentions for moving forward.
- Participated in virtual meeting of the regional (Winchester, Frederick, Clarke) Economic Development Authorities, SBDC, Tourism, and Chamber of Commerce to discuss locality specific responses and coordinate regionally.
- Held approximately 40 calls with local small businesses on their conditions and discussed local, state, federal resources.
- Received and began review of initial 15 applications for the Winchester EDA Small Business Disaster Relief Loan program.

Arts and Vitality & Old Town

- Completed submission of VCA Creative Communities Partnership Grant Application: Yearly arts grant application which, if awarded, funds multiple community arts and culture projects.
- Cancelled numerous public events in accordance with state directives.
- Compiled newsletter for Old Town businesses and stakeholders regarding crisis resources, updates, and recommendations.
- Put together COVID-specific directories for local businesses and posted online. [View](#)

Winchester/Frederick County Tourism

- Launched a Travel Advisory web page and update it daily. Page will also include reopenings and reschedulings when they are announced: <https://visitwinchesterva.com/winchester-travel-advisory-updates/>.
- Signed up to take part in the Virginia Tourism "Virginia is for Restaurant Lovers Takeout Week" campaign week of March 30.
- Developed a community bingo card game which will encourage the public to safely support their local community and win prizes supplied by the Visitor Center and possibly other local businesses and attractions.
- Our Visitor Center staff are reporting to work Mon-Fri for their shifts. While the Visitor Center is closed to public visitation, they are answering phone calls and emails.
- Received notice that we were awarded a \$25,000 marketing grant through Virginia Tourism.

Planning

- Conducted site inspection and recommended approval of the occupancy permit for Westover Dental Office at 11 Meadow Branch Avenue
- Remotely participated in several developer meetings including ones on key redevelopment sites called out in the Comprehensive Plan.
- Coordinated with Health Development Partners concerning the start of construction on the Senior Living Center at the old hospital site at 333 W. Cork Street on March 25, 2020. Council approved the Conditional Use Permit granting development waivers on March 26, 2019.

Public Services

- Focus has been on maintaining the critical services of water, sewer, and solid waste collection. Steps have been taken to ensure there are employees available to fill-in if necessary so that these services continue uninterrupted.
- Transit is still operating on a schedule of Monday – Saturday from 8:50 a.m. to 4:55 p.m. The trolley route has been temporarily suspended due to staffing limitations. Drivers are limiting the number of riders on the buses to 10 people at one time to follow the Governor’s order related to social distancing.
- Parking enforcement of all metered spaces has been temporarily suspended.
- Cameron Street between Piccadilly and Clark has been repaved as a part of the first phase of the N. Cameron drainage improvements project.
- Multiple construction projects have temporarily been placed on hold until the current situation stabilizes. These projects include: water meter replacements, central downtown infrastructure improvements, Wentworth Drive improvements, and the new maintenance facility at City Yards.

Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	0	7,850
Water service lines replaced (number)	0	371
Water meters replaced (number)	154	4,556
Sanitary sewer mains replaced/lined (linear feet)	14	6,615
Sanitary sewer laterals replaced (number)	0	111
Sanitary manholes replaced (number)	0	42
Sidewalks replaced (linear feet)	0	39,697
Sidewalks repaired (linear feet)	0	123,835

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Streets	Streets repaved	0	0	Lane miles
	Potholes repaired	0	52	#
	Mowing	0	0	Acres
	Miles of streets swept	88.8	785.29	Miles
	Tons of leaves hauled	0	58.50	Tons
Trees	Dead/diseased trees removed	4	105	#
	Trees trimmed	1	524	#
	Stumps removed	9	134	#
Traffic	Street signs Installed/replaced	7	143	#
	Pavement markings repainted (City)	0	83	Linear feet
	Pavement markings repainted (contractor)	0	0	Linear feet
Refuse & Recycling	Refuse collected	131.18	1,522.35	Tons
	Recycling collected	51.40	346.626	Tons
	Large item pickups	7	46	#
Transit	Total passengers	1,874	27,954	#
	Revenue miles pick up/drop off	3,437	43,790	Miles
	Revenue hours pick up/drop off	336.43	4,149.63	Hours
Utility billing	Payments processed	704	17,376	#
	New bills mailed out	0	15,755	#
	Water services turned off (non-payment)	0	125	#
Water treatment plant	Average daily water demand	5.52	5.73	Million gallons/
	Peak daily water demand	5.90	6.53	day
Wastewater treatment plant	Average daily flow treated	7.40	7.45	Million gallons/
	Peak daily flow treated	9.43	17.21	day
Water distribution and wastewater collection	Water main breaks repaired	0	6	#
	Water meters read	1,289	19,345	#
	Fire hydrants flushed	0	0	#
	Sewer mains cleaned	10,221	40,099	Linear feet
	After-hours call outs	1	42	#
Engineering	Site plans reviewed	1	42	#
	Floodplain permits issued	1	13	#
	Utility as-builts reviewed	0	4	#
	Right-of-way permits issued	9	91	#
	Land disturbance permits issued	0	2	#
	Stormwater facility inspections	0	6	#
	Erosion and sediment control inspections	26	281	#
	Erosion and sediment notices to comply	0	0	#

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Facilities Maintenance	Work requests completed	27	254	#
	Special events assistance	0	4	#
	Maintenance of pedestrian mall	32	345	Staff hours
Equipment maintenance	Total repairs completed	48	634	#
Winchester Parking Authority	Work requests completed	6	77	#
	Special events - assistance provided	0	2	#
	Vandalism or property damage issues	0	2	#
	New monthly rentals	3	51	#
	Monthly rental cancellations	10	50	#
	Total monthly leases in all autoparks	-7	1,143	#
	Available monthly spaces in all autoparks	+7	269	#
	Hourly parkers (all four garages)	704	29,071	#
	Park-Mobile transactions	370	9,304	#
	Meter violations	32	2,297	#

Parks & Recreation

- Reviewed program offerings and contacted individuals registered for canceled programs.
- Staff created and published departmental Protocol I & II addressing the use of protective equipment, maintenance procedures, closure timelines, etc. Sanitizing and protective equipment was purchased, and staff instructed on the proper utilization
- Canceled printing of the Summer Activity Guide. Once a reopening date is determined, any remaining summer programs will be promoted via social media, [ActivitE-Newsletters](#) and the park website.
- Continued the removal of dead and hazardous standing trees.
- Painted the Lord Fairfax, Arts & Crafts, Indoor Pool Corridor, Library and Recreation Rooms and stripped and waxed floors in the main lobby, Social Hall, corridors and front desk area.
- Cleaned and sanitized the child care area.
- Implemented alternative cleaning and sanitizing processes throughout the facilities.
- Playgrounds were closed for use as sanitizing equipment was not practical.
- Looking into ways to interact with the community to provide activities to do at home until the park can reopen to full operation.

Social Services

- Received 66 Benefit Program applications: 23 SNAP, 39 Medicaid, 2 TANF, 0 VIEW, 2 Child Care
- Provided case management to: 1,479 Medicaid, 3,924 SNAP, 59 TANF, 17 Auxiliary Grant, 24 individuals receive VIEW services, 52 families/98 children receive Child Care Subsidy Assistance, 326 Home Energy Assistance Program.
- Developed and began implementation of DSS-wide response to the emerging COVID-19 pandemic. DSS operations will continue with a blend of telework and limited in-person interactions as required to ensure safety for all. Essential functions will be maintained.
- CPS Staff participated in a monthly Multidisciplinary Team Meeting via web conferencing along with the Winchester Police Department, Winchester Commonwealth's Attorney's Office, Winchester Victim Witness, Forensic Nurses from Valley Health, the ChildSafe Center-CAC, and the Laurel Center. Goal of the meeting was to discuss collaborative responses and cases focusing on how to best serve victims of child abuse and neglect and their families.
- FY21 Funding Applications for State programs to support youth in our care and their families were submitted to the Virginia Department of Social Services. These programs include Education & Training Voucher, Independent Living and Promoting Safe & Stable Families.
- Benefits staff attended a SNAP Employment & Training (ET) webinar provided by Virginia Department of Social Services. SNAP ET provides SNAP recipients with opportunities that will lead to paid employment and increased independence.

Weekly Activity (3/9-3/22 aggregated data)	#
Clients walk-ins/drop-offs	175/169
Child Protective Service (CPS) referrals/case management load	15/45
CPS family assessments & investigations of alleged maltreatment	63
Placed "on notice" for foster care entry by JDRC	9
Children in/entered/exited foster care	50/1/3
Adoption subsidy cases/adoptions finalized	45/2
Benefit program fraud & overpayment referrals/investigations/recoupment claims	2/7/100
Family Service intakes/case management load	5/9
Adult Protective Service referrals/case management load	2/7
Adult Protective Service investigations/intakes	14/5
Adult guardianships/cases	2/81
Uniform Assessment Instrument screenings	6
Interstate Compact on the Placement of Children (ICPC) case management	3

Communications

- Distributed:
 - COVID-19 Newsletter [View](#)
 - March 18 CitE-News issue [View](#)
 - March 25 CitE-News issue [View](#)
 - ActivitE-News (Parks) COVID-19 Update [View](#)
- Handled 0 media requests for City information and staff interviews; 2 inquiries for WPD.
- Continued distribution of COVID-19 information via social media, website, channel 6 and news releases. Updating City's [COVID-19 web page](#) often.
- Developed [online public comment form](#) for those who'd like to address Council at the March 31 meetings. Community members have been encouraged to practice social distancing and watch the meetings [online](#) (broadcast on channel 6 will not be available). Comments submitted by 8 am on Monday, March 30 will be provided to Council prior to the meeting for review.
- Produced and released a DEFROST podcast episode 2 teaser. Recorded portions of episode 2 for release on April 11.
- Edited bonus content for the DEFROST podcast that will be released April 1 on [YouTube](#) and the [DEFROST Facebook group](#). Bonus content covers the trip Lt. Behan took to the Handley Archives to research the Robinson murder.
- Created graphics for the Park to use for their upcoming Spirit Weeks.
- Produced and released the season 3 premiere episode of publiCITY that discusses Flood Awareness Week.
- Created a video for the Police Department's new Birthday Wishes program for kids 10 and under. [Watch](#)
- Launched an [internship opportunities web page](#).
- Worked with City board liaisons to cancel upcoming non-essential public meetings.

311 Requests Received	#
FOIA	10
New Recycling Bin	4
Missed Trash/Recycling Collection	-
Trash on Property	-
City Tree Issue	-
Traffic Signal Issue	-
Dead Animal in Road	1
Ask a Question	-
Stormwater Drainage Issue	-
Pothole	-
Street Light Out	1
Tall Grass	-
Water/Sewer Service	-
Citibot	1
Total/YTD	17/110

Date	City Press Releases/Related Press Releases
3/16	City buildings to close to the public beginning March 17 - read
3/17	City Manager declares State of Emergency for Coronavirus pandemic - read
3/18	WPS offers free meals to students at 12 locations in city - read
3/19	Clerk not offering some services to non-Virginia residents during pandemic - read
3/20	COVID-19 City services update - read
3/24	Winchester EDA offering a Disaster Relief Funding Program for small businesses - read

Date	Articles in <i>The Winchester Star</i>
3/14	First responders on the front line of coronavirus fight
3/17	City government buildings closed to the public over virus
3/18	Free meal distribution to students to start today
3/19	Restaurants cooking up ways to stay positive during virus fight
	City Council waiving tax penalties for business
3/21	City suspends downtown parking meter fees; ten passenger limit on transit buses
3/22	BREAKING NEWS: Second person diagnosed with coronavirus in Lord Fairfax Health District
3/23	Some local inmates to be released over virus risk
	2 people diagnosed with COVID-19 in the area
3/25	Winchester School Board approves \$93.1 million budget for fiscal 2021
	Winchester EDA establishes relief fund for small businesses
3/26	School officials wait for guidance from state as students adjust to closure
3/27	City Council establishes online form for public comments
	Photo: Almost finished

Support Services

Innovation & Information Services

- Set up VPN for various employees to telework.
- Completed security review questionnaire for voter registrar required by State Board of Elections.
- Began changes to the personal property delinquent notice needed because of COVID-19.
- Deployed "Preliminary Flood Hazard Viewer" on GIS Floodplain map.
- Created City of Winchester Tax Map Book for 2020 Assessment.
- Attended Webinar hosted by NACo (National Association of Counties) and ESRI to learn about free resources available through ESRI to help governments monitor COVID-19.

Help Desk Requests	Count	Closed
Account Management	2	10
Applications	2	36
GIS	1	1
Hardware	1	18
Information Only	1	1
Infrastructure	1	2
No Action Required	1	12
Not Assigned	12	0
Procurement/Disposal	0	0
Reporting	0	1
Research	0	0
Total	21	81

